

- 1 **Q. Please provide a description of the procedures followed when a consumer files a**
2 **complaint relating to: 1) its electricity bill, and 2) the reliability of its supply. Please**
3 **provide the description beginning with filing of the complaint through to its**
4 **resolution.**
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- 6 A. Newfoundland Power has no prescribed *procedures* to be followed when a customer files
7 a complaint relating to an electricity bill or the reliability of electricity supply.
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- 9 Typically, the first point of contact for any customer with an inquiry related to their
10 service is the Customer Contact Centre where the customer will speak to a Customer
11 Accounts Representative.
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- 13 If the concern relates to their electricity bill, the Customer Accounts Representative will
14 resolve the customer's complaint or escalate the call to a Senior Customer Accounts
15 Representative, or a Team Leader, as required. In most situations this process results in
16 resolution for the customer.
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- 18 Should this process prove unsuccessful, the customer's complaint will then be referred to
19 a Customer Service Specialist. The specialist may be able to resolve the issue over the
20 phone or may decide to make a customer visit.
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- 22 If the situation involves reliability of supply, the call will be referred directly to a
23 Customer Service Specialist. The specialist will review the nature and history of
24 reliability and outages in the customer's area. This review will determine how the
25 problem is to be resolved for the customer.